BEFORE THE ILLINOIS COMMERCE COMMISSION

DOCKET 01-0662

DIRECT TESTIMONY OF TARA McCABE

ON BEHALF OF XO ILLINOIS, INC.

March 20, 2002

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I.   INTRODUCTION AND PURPOSE OF TESTIMONY

Q.   Please state your name and business address.

A.   My name is Tara McCabe. My business address is 800 Jorie Boulevard, Oak

Brook, IL 60523.

Q.   By whom are you employed and in what capacity?

A.   I am employed by XO Communications, Inc., the parent company of XO Illinois,

Inc. My title is Order Coordinator. In this position, I am responsible for data

reporting, DA/DL processing and E911 error correction.

Q.   How long have you served in this capacity?

A.   I have served in this capacity since November 2000.

Q.   Please describe your telecommunications experience.

A.   My telecommunications experience consists of the position that I have held since

I started with XO Communications in November 2000.

Q.   What is your educational background?

I attended the University of Oregon for two years, focusing on pre-law and

general business.

Q.   What is the purpose of your testimony?

1   A.   The purpose of my testimony is to discuss the problems that XO is having with its

2   customers' White Page and Directory Assistance listings.

3

4   **II.**   **CHECKLIST ITEM 7: OS/DA DATABASES AND**
5   **CHECKLIST ITEM 8: WHITE PAGES**
6
7   **Q.**   **Has XO had problems regarding the accuracy of the White Page and**

8   **Directory Assistance listings for its customers?**

9
10 A.   Yes, it has.

11 **Q.**   **Please describe these problems.**

12 A.   XO, a facilities-based CLEC, currently uses the ACES system to submit straight-

13   line white page and directory listing orders. ACES will send an error

14   message/code if the information provided in the ACES template is invalid (e.g.,

15   duplicate PONs, using all CAPS, or using punctuation). For these types of errors,

16   ACES will issue a rejection notification within twenty-four (24) hours of

17   transmission, identifying the error coding detail. We then know that we must

18   correct the order and resubmit it.

19
20   According to the affidavits and testimony of AAS in this case, the listing order

21   flows through ACES into the White Page database, which then updates the

22   Directory Assistance database. Many of the directory listing problems that XO

23   experiences stem from the fact that there is no notification from AAS when the

24   order does not process correctly within AAS' internal systems. As noted above,

25   XO is notified when the ACES system rejects a directory listing order. However,

26   successfully transmitting an order via ACES does not guarantee that the order will

1		successfully update the White Page database and does not guarantee that the
2		White Page database will successfully update the Directory Assistance database.
3	**Q.**	**According to the testimony in this case, a CLEC can verify its customer's**
4		**listing information using TCListLink. Please describe XO's experience with**
5		**TCListLink.**
6	A.	There are several problems with TCListLink. First, there is a three day delay
7		before a CLEC can verify its listing. A CLEC who uses ACES to submit
8		directory listings orders must wait three days from the date the order was
9		submitted (24 hours to receive ACES confirmation that listing order was
10		transmitted properly and 48 hours from that time to provide for the update to the
11		White Page and Directory Assistance databases), before it can verify the listing.
12		If a listing needs to be re-submitted, it is at least another three days before the
13		CLEC can confirm that it is now correct.
14		
15		Additionally, in order to confirm that each listing is accurate, a CLEC must
16		proactively access TCListLink and manually verify each and every order. This is
17		extremely time consuming and an inefficient use of resources.
18	**Q.**	**Does XO have any other problems with TCListLink?**
19	A.	Yes. XO has verified via TCListLink that a listing has been received and is
20		accurate but has been unable to access the customer information when it dialed 411
21		information.

1 **Q. How or why does this happen?**

2 A. I do not know with certainty, but I believe that the listing is somehow lost when

3 the Directory Assistance database is transmitted to the operator handling the 411

4 call.

5 **Q. Was the verification made more than three (3) days after the submission of**

6 **the order?**

7 A. Yes.

8 **Q. What changes to TCListLink do you recommend?**

9 A. Ameritech should (1) provide a faster confirmation process, (2) provide a

10 confirmation system that automatically and proactively notifies the CLEC of an

11 error, (3) identify the error so that the CLEC can correct the error and resubmit

12 the order, (4) perform a root cause analysis of why the listings differ among the

13 databases, why the listings at times do not appear in certain databases, and why

14 the listings are at times unavailable to the 411 operator, and (5) establish a process

15 which rectifies these problems so that CLECs' customer listings are accurate.

16 **Q. When XO finds an error does it utilize the LTR process discussed by Robben**

17 **Kniffen-Rusu on page six of her testimony?**

18 A. Yes, but the LTR process has limited utility unless the listing actually makes it

19 into the White Page database. The LTR process is designed to correct fallout

20 between the White Page database and the Directory Assistance database. It is my

21 understanding that the LTR process queries the White Page database to correct the

22 Directory Assistance database. Obviously, if the listing order never made it into

1   the White Page database, this database cannot be used to correct the Directory

2   Listing database.

3

4   The majority of XO's issues arise because the listing order never makes it into the

5   White Page database. A listing order can correctly transmit through ACES but

6   can be rejected by the White Page database. We do not get a notification of error

7   in this case.

8 **Q.**   **Isn't there a notification process to alert XO when an order has not been**

9   **properly updated within the White Page database?**

10 A.   According to an AAS representative, AAS is supposed to perform a manual query

11   of the orders transmitted by ACES to the White Page database and then compile a

12   list of orders that have been rejected. AAS is supposed to fax this list with reject

13   codes identifying the reason for rejection to XO. This would provide XO with the

14   necessary notice and would allow XO to resubmit a corrected order. I have

15   provided AAS with my fax number but have never received this reject

16   notification.

17 **Q.**   **In addition to not making it into the Directory Assistance database, are there**

18   **other customer effecting ramifications if a listing does not appear in the**

19   **White Page database?**

20 A.   Yes, obviously if the listing is not in the database, the customer listing would not

21   be published in the White Page Directory. Further, the White Page Directory

22   feeds into the Yellow Page Book. So if a customer listing is not in the White

23   Page database, the customer will not be listed in either the White or Yellow Page

24   Books. This error cannot be corrected until the next book is published, a year

1		later. Needless to say, this is very important to all customers, but especially for
2		business customers.
3	**Q.**	**Jan Rogers, on page 8 and 9 of her testimony, states that CLECs have the**
4		**ability to verify the presence and accuracy of their listings in the White Page**
5		**database. Does XO use this listing verification process?**
6	A.	It is not clear what process Ms. Rogers is referring to. She references Robben
7		Kniffen-Rusu's testimony and Ms. Kniffen-Rusu discusses TCListLink.
8		However, it is my understanding that TCListLink verifies the listing in the
9		Directory Assistance database, not the White Page database.
10		
11		There are sometimes discrepancies between the information in TCListLink and in
12		the White Page database. For example, using TCListLink I can view information
13		in certain customer listings which the AAS representative cannot see when he or
14		she views the listing in the White Page database, or vice versa. There are also
15		times when I can view a listing in TCListLink but the AAS representative
16		viewing the White Page database cannot see the listing at all. For these reasons, I
17		question whether TCListLink is in fact updated by the White Page database.
18	**Q.**	**Does XO use Ameritech as its DA provider, or does XO use a non-Ameritech**
19		**DA provider?**
20	A.	XO uses Ameritech as its DA provider.
21	**Q.**	**Has XO ever requested training from AAS in order to address the numerous**
22		**problems it has encountered?**
23	A.	Yes. I believe AAS did provide training to XO when we first launched in the
24		Illinois market in 1997/1998. Since launching services in Illinois, XO, as it has

1 continued to expand, has experienced various restructurings and had employee

2 turnover. Because of this, XO has requested additional training. XO was told

3 that there were no training sessions and was simply directed to the online CLEC

4 Handbook.

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6 **Q.   Does this conclude your direct testimony?**
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8 A.   Yes it does.
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